



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Ohio

- **20 Ohio applicants for the Baldridge Award (2005–2015)**
- **1 Ohio award applicant in 2013 represents 1,490 jobs, over \$217,000 in revenues/budgets, and an estimated 72,500 customers served.**
- **12 Baldridge examiners from Ohio volunteered over \$182,000 in services in 2015.**

## Ohio National Role Models

PRO-TEC Coating Co., small business, 2007 (Leipsic)

Dana Corporation—Spicer Driveshaft Division, manufacturing, 2000 (Holland)

Dana Commercial Credit Corporation, service, 1996 (Maumee)

Globe Metallurgical Inc., small business, 1988 (Beverly)

### Success Story



Established in 1990 as a joint venture between United States Steel Corporation and Kobe Steel Ltd. of Japan, PRO-TEC Coating Company provides coated sheet steel primarily to the U.S. automotive industry for use in manufacturing cars, trucks, and

sport utility vehicles. PRO-TEC's 236 employees work in a state-of-the-art 730,000-square-foot facility in the small rural town of Leipsic. PRO-TEC is the industry leader in advanced high-strength steel coating and ultra-high-strength steel coating, supplying about 15% of all hot-dipped galvanized steel to the automotive market.

### Selected Results

- Profitable for 12 years, with sales of \$846 million in 2006
- Produced no less than 85% of the U.S. advanced high-strength steel supply from 2002 through 2006
- About \$4 million in revenue per associate at approximately, nearly four times the *Industry Week* 90th percentile
- Less than 0.12% defect rate
- Less than 2% turnover rate; has never had a layoff

## The Partnership for Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Partnership for Excellence (TPE; <http://www.thepartnershipforexcellence.org>) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)3 member organization headquartered in Columbus, Ohio, its mission is to cultivate performance excellence and continuous improvement among business, education, government, healthcare, and nonprofit organizations. TPE assists organizations through self-assessments by evaluating organizational approaches, and the extent these processes are deployed, evaluated, improved, aligned and integrated throughout the organization. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

### 2013–2015 Ohio Award for Excellence Recipients

Six Disciplines Consulting Services (Gold)	Henry County Hospital, Inc. (Silver)
Altercare, Post-Acute Rehabilitation Center, Inc. (Silver)	Kern International, Inc. (Silver)
Altercare, Majora Lane Center for Rehabilitation & Nursing Care, Inc. (Silver)	Ohio Army National Guard, Columbus (Silver)
Blanchard Valley Health System (Silver)	University Hospitals Geauga Medical Center (Bronze)
Cleveland Clinic Parking Services (Silver)	Birchaven Village (Pioneer)
Greater Cleveland Regional Transit Authority (Silver)	Independence House (Pioneer)
Edison State Community College, Piqua (Silver)	ProMedica Memorial Hospital (Pioneer)
HealthPark Dentistry (Silver)	Butler Technology & Career Development Schools (Spirit)

### AHCA/NCAL 2015 National Quality Award Winners in Ohio

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Altercare of Alliance (Silver)	Avenue Assisted Living (Bronze)
Altercare of Hilliard Post Acute Center, Inc. (Silver)	BrookHaven Nursing & Rehabilitation Center (Bronze)
Altercare of Navarre (Silver)	Clovernook Health Care Pavilion (Bronze)
Altercare of Nobles Pond (Silver)	Evergreen Manor Rehabilitation & Nursing Care (Bronze)
Celina Manor (Silver)	The Forum of Knightsbridge (Bronze)
Chapel Hill Community (Silver)	Gables Care Center (Bronze)
Meridian Arms Living Center (Silver)	Grafton Oaks Rehabilitation & Nursing Center (Bronze)
New Lebanon Center, Genesis Healthcare (Silver)	Grande Village Suites (Bronze)
SEM Haven Health Care Center (Silver)	Garbry Ridge (Bronze)
St. Catherine's Manor of Fostoria (Silver)	Great Trail Care Center (Bronze)
Villa St. Joseph (Silver)	Holzer Assisted Living—Jackson (Bronze)
Altercare of Canal Winchester Post-Acute Rehabilitation Center (Bronze)	Koester Pavilion (Bronze)
Amherst Manor Assisted Living (Bronze)	Logan Acres Senior Community (Bronze)
Anchor Lodge Assisted Living (Bronze)	The Oaks of West Kettering (Bronze)
Anchor Lodge Retirement Village (Bronze)	Shiloh Springs Care Center (Bronze)
Aultman Woodlawn Transitional Care Center (Bronze)	St. Mary of the Woods (Bronze)
Summit Acres, Inc. (Bronze)	Spring Meadow Extended Care Facility Center, Inc. (Bronze)
	Wayne Manor Assisted Living (Bronze)